

Complaint Form



Date: 10 February 2011

Complainant or Legal Representative Information: * Required Fields

Name * David and Cheryl Baker
Firm (if applicable) _____
Mailing Address * 115 Caldwell St
City, State Zip * Chester SC 29706 Phone * 803-581-1444
E-mail * tutankhmaatkeda@yahoo.com

Name of Utility Involved in Complaint: * Duke Energy

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- ☐ Billing Error/Adjustments ☐ Deposits and Credit Establishment ☒ Wrong Rate ☐ Refusal to Connect Service
☐ Disconnection of Service ☐ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue
☐ Service Issue ☐ Meter Issue
☒ Other (be specific) bills have been increasing in excess of \$100 monthly without any additional electrical usage

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No Name of ORS Contact: Takisha Anderson, Investigator

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

November 2010 bill was high at nearly \$270. December bill was whopping \$385. January bill was \$525! There is no additional electrical usage and the thermostat stays between 68-70 degrees Fahrenheit. The house is anywhere from cool to cold. There are no additional appliances outside of refrigerator, stove, television, phones, washer/dryer and normal lights usage. Washing occurs no more often than once weekly. Oven is used infrequently as there is not a lot of baking. There is only normal usage as has been in the past but the bills have suddenly skyrocketed. Speaking with the customer service rep found the supervisor was not helpful in any way. A technician came out but reiterated the same script as was given over the phone. This account has been active for nearly a decade and has always been handled promptly and expeditiously. Being over charged for kilowatt hours as it is no secret that different rates are used on different customers.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

1. Honest investigation into the sudden skyrocketing of electrical bills.
2. Decrease in rate of kilowatt hour usage *Charge*
3. Refund/credit on bill for excessive billing

STATE OF SOUTH CAROLINA)

VERIFICATION

COUNTY OF *Chester*)

I, *Baker, Cheryl A*
Complainant's Name *

verify that I have read my complaint filed on *22 Feb 2011*

and know the contents thereof, and that said contents are true.

Cheryl A. Baker
Complainant's Signature *
Date *

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Internal Use Only

Date	
HE	

Duke Energy
Customer Service Center
970 David Taylor Drive
Charlotte, NC 28262

19 January 2011

Re: Acct #
115 Caldwell St.
Chester, SC 29706

The Duke Energy bills for this account at the aforementioned address have been consistently increasing without merit. The thermostat is kept between 68-70 degrees Fahrenheit at all times without fail.

December's bill was an excessive \$380+ bill that was paid with some hesitancy, being that it was a nearly \$100 jump from the previous month.

January's bill was an astronomically high \$525!!! The thermostat remains the same and the house—a double—wide mobile unit, remains quite chilly, yet you send us a half of a thousand dollar bill for the month.

We spoke with a customer service rep on 18 January 2011 and with supervisor, Rozelle (employee), and stated my abject displeasure with Duke Energy and your fiscal rape in this regard. We are incensed with Duke Energy and cannot afford this.

This account has been active for a number of years without any interruption in service or delay in payment as it has always been by way of automatic monthly drafts. Due to the extremely excessive amount of this bill, we are no longer authorizing the automatic monthly drafts for payment and this is your notice to cease such processes, immediately. We will have to begin to pay in person as everyone else does.

Upon purchase of the house in 1984, a Duke Power employee came out to inspect and spoke of an RC-9 rating system and shared that Duke Power charges different rates to different customers depending upon many factors, including housing, location and insulation. You must be charging us the highest rating you have.

We have spoken with the utility commission regarding this matter and find it necessary to have this situation of the fiscal rape looked into. To be in an economically depressed and challenged area as Chester County is with massive under and unemployment, it is incredible that fiscal giant Duke Energy, with its planned merger with Progress Energy to become the largest energy corporation in the nation, is committing fiscal rape via depleting meager human and financial resources with such burdensome energy bills.

It Is Affirmed.

David and Cheryl Baker